

OL/IMSS MBO

Upgrade OL Customer Services and Image
Through an Enhancement of IMSS Communications

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STAT *needed*

The objective is to upgrade OL customer services and image through an enhancement of IMSS communications with Logistics Central, with decentralized logistics representatives, and with external components with whom IMSS does business. IMSS will prepare ~~of~~ a variety of briefings with slides and sample text from which briefers can choose for different audiences within the Agency. Included in these briefings will be a description of what IMSS does and why. In addition, IMSS will pursue increased use of communications mediums such as Logistics Advisory Notices and articles for "Studies in Intelligence," the DDA and D/L Quarterly Meetings, expanded training, the OL Visitation Program, [redacted] and the Printing and Photography Division, etc.

Within OL CentralProvide Orientations on:

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The OL Planning Process. (IMSS will prepare an Annual Planning Calendar and will brief appropriate officers regarding planning as a system in OL. This will include an explanation of how different taskings fit together and how information can be labeled and used for different purposes. Weekly Reports can be used to identify significant accomplishments for the quarter/year; MBOs can become significant accomplishments for DDA Quarterlies and for updating the D/L Briefing Book.)

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The OL Regulatory Issue Process

The Property Claims Process. ([redacted] will prepare an SOP.)

The Records Management Process

The CLAS Program

The Ongoing OL ADP Program

The Ongoing Wang Systems Program

Pursue Increased Use of Communications Mediums:

Logistics Advisory Notices (LAN's)

D/L Quarterly Presentation

(Expanded Training?)

(Prepare domestic counterpart to Field Admin Guide?)

With Decentralized Logistics Representatives

Provide Orientations on:

Property Claims

CLAS Program

Ongoing OL-ADP Program

Pursue Increased Use of Communications Mediums:

Logistics Advisory Notices (LAN's)

D/L Quarterly Presentation

With Decentralized Logistics Representatives

Provide Orientations on:

Property Claims

CLAS Program

On-Going OL-ADP Program

Pursue Increased Use of Communications Mediums:

Logistics Advisory Notes (LAN's).

D/L Quarterly Presentations.

O/L Visitation Program.

With External Components with whom IMSS Does Business

Provide Orientations on:

Property Claims Process.

Pursue Increased Use of Communications Mediums:

Continually Enhanced DDA Quarterly Presentations.

Potential DDA Quarterly Presentations to

Chiefs of Support

Other Iterations of Agency as Deemed Desirable

External and Internal to OL

Prepare and Disseminate "OL Yellow Pages"

(Prepare article for "Studies in Intelligence"?)

(Arrange for tours of P&PD?)

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MBOs for IMSS

1. Upgrade OL customer services and image through an enhancement of IMSS communications.
2. Work with OIS to improve OL's information handling system.